



## MANAGER CODE OF CONDUCT

For purposes of this Code of Conduct (“Code”) and all related policies, procedures, and agreements, the term “the Company” refers collectively to any and all of the following entities, whether referenced individually or jointly: Meauxmentum Strategies and Investments, LLC, North Texas Bells, LLC, North Texas Wings, LLC, Memphis Wings Operations, LLC, Southern Wings Enterprises, LLC, Oklahoma Chicks Management, LLC, Austin Chicks Management, LLC, Indy Chicks Management, LLC, and any affiliated, parent, or subsidiary entities now existing or hereafter established.

All rights, responsibilities, policies, and expectations set forth by the Company apply to the entity or entities by which the employee is employed, and that references to the Company include the applicable operating entity or entities as outlined above.

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We are committed to building a **safe, respectful, and inclusive workplace** for our employees and a **welcoming experience** for our guests. Our leadership team plays a critical role in shaping this culture. As a manager or shift leader, you are expected to model integrity, lead with empathy, and create an environment where your employees can thrive.

This Manager Code of Conduct, in alignment with the Team Member Code of Conduct, outlines expectations for all leaders. Managers are held to a higher standard because of their influence on others and responsibility for results. Compliance with this Code and adherence to federal, state, and local laws is not optional, it is essential to the success of our teams, our operations, and our company.

This document is meant to be clear and actionable for all levels of operational leadership. If you ever feel unsure about a guideline or how to carry it out, ask your manager, your skip level manager (your manager’s manager) or Human Resources before making decisions. Following this Code is not just about avoiding problems and mitigating risk; it’s about leading with **Accountability** and **Servant Leadership**.

### LEADERSHIP EXPECTATIONS:

- **Lead by Example:** Follow and consistently enforce the Team Member Code of Conduct in both letter and spirit. “Do as I say, not as I do” doesn’t work—your behavior sets the tone for your team.
- **Prioritize the Guest Experience:** Ensure every team member understands their role in creating a fast, friendly, accurate, and welcoming guest experience. Slow service, inattention, and carelessness can damage our reputation. Set the pace, model the way, and be engaged to provide support when needed.

- **Foster Career Growth:** Seek opportunities for your own personal development. Identify and support potential in others. Offer frequent coaching, recognize improvement, and help your team members grow into future leaders. This is what Servant Leadership is about.
- **Uphold Our Values:** Demonstrate Positive Energy, Accountability, Recognition, and Servant Leadership in every decision and interaction. Reinforce these values in others.
- **Follow Up Consistently:** Don't assume things are being done, doublecheck. Follow up on guest feedback, period goals, daily tasks, and brand & company standards. Conduct your own audits on a regular basis. Slow, inconsistent, or disengaged managers can unintentionally undermine the whole team's performance.

#### **OPERATIONAL INTEGRITY & SAFETY:**

- **Back Door Policy:** Do not open the back door after dark or direct others to do so. Ensure your team is well trained on the Back Door Policy and hold them accountable for adhering to it. This is a critical safety protocol to protect our employees and our guests. There are no exceptions.
- **After-Hours Access:** Never allow unauthorized individuals including friends, former employees, or off-duty team members into the restaurant after closing. Only authorized company employees and regularly scheduled vendors who have legitimate scheduled work in the unit are permitted to enter after hours.
- **Authorized Hours of Operation:** Unless authorized by an Above Store Leader, maintain the established hours of operation for your restaurant. Do not close the restaurant before regularly scheduled hours without permission from the Vice President of Operations or other authorized company executive. Early closures hurt guest trust and team morale.
- **Safe Usage:** Follow all safe usage procedures, including proper use of time-lock or delay features. If you're unsure how to operate any security function, ask your manager or skip-level manager (your manager's manager).

#### **WAGE & HOUR COMPLIANCE:**

- **Pay Practices:** Pay employees for all hours worked within the pay period, including all overtime hours, in accordance with federal and state labor laws. Do not adjust time records, pay an employee "under the table", or allow an employee to work under another name/SSN/or other ID to meet labor targets. Connect with your manager for effective strategies to help manage your labor, if needed.
- **Accurate Timekeeping:** Monitor punches and corrections/edits closely. Maintain accurate pay records, minimize manual changes to the time and attendance records. You are accountable for accurate team time records.

- **Child Labor Laws:** Know and comply with all youth employment regulations (e.g. Tennessee). Give minor employees breaks in accordance with state laws and/or company policy. Labor law violations are not just company policy violations, they can be personal legal liabilities.

#### **HIRING & RECORDS COMPLIANCE:**

- **Hiring Guidelines:** Ensure all hiring documentation is properly entered, verified, and completed before an employee begins work. Confirm the position they are being hired for is accurate. The minimum age to work at the Company is 16 years old.
- **Business Records:** Always provide accurate, truthful, and complete information related to payroll, inventory, bank deposits, scheduling, etc. Accuracy is essential for effective records compliance.
- **Background Checks:** Background checks are required and must be completed before hiring or promoting any individual into a Shift Leader or management position. Escalate any candidate background disclosures or red flags to Human Resources immediately.
- **Equal Employment Opportunity:** We are an Equal Opportunity Employer. Treat all employees equitably. Never discriminate based on any protected characteristic or personal bias. Post EEO posters and other legally required documentation in a conspicuous location or common area as required by law. Review and reinforce EEO guidelines with your management team.
- **Anti-Harassment Policy:** Never ignore, engage in, or tolerate any form of harassment. If a complaint is brought to your attention, investigate it or escalate it immediately. Failure to act puts everyone at risk.

#### **ETHICAL CONDUCT:**

- **Business Reputation:** Always act with integrity. Maintain professionalism with vendors and avoid any conflict of interest, including accepting gifts, bribes, kickbacks, or unusual favorable treatment. Favoritism or the appearance of favoritism damages your credibility.
- **Open Door Policy:** Build trust and encourage employees to speak up. Let them know they can come to you with a problem or concern, or they can contact Human Resources or the Business Abuse Hotline at 1-888-751-8326. Always listen actively, take concerns seriously, follow up, and never retaliate. If you can't resolve an issue, escalate the concern to your manager and follow up until the matter is satisfactorily resolved.
- **Conflicts of Interest:** Avoid directly supervising family members including your spouse, siblings, children, parents, grandparents, or in-laws. Immediately report any relationship that could compromise, or appear to compromise, a fair and equitable work environment to your manager and Human Resources.

- **Dating Policy:** Never engage in romantic or intimate relationships with subordinates. If this occurs, report it to your manager and Human Resources immediately. Such relationships create a conflict of interest, give the appearance of favoritism, and can expose the company and you to the risk of sexual harassment claims. A subordinate's consensual or voluntary participation in the relationship does not excuse violations of this rule. Unreported relationships will result in termination.

#### **FOOD SAFETY & CLEANLINESS:**

- **Food Safety Guidelines:** Maintain high standards of product quality, cleanliness, and hygiene in the restaurant by always following food safety guidelines. Strive to meet and exceed the standards prescribed in the company's food safety audit program. Ensure your team is properly trained in food safety and hold them accountable for following the proper handwashing technique. Repeated food safety failures will not be tolerated.
- **Guest-Ready Environment:** Always maintain a clean environment that reflects pride in your store and brand. Hold your employees accountable for doing the same.
- **Consistency & Correction:** Train your restaurant staff in a consistent manner; don't cut corners with training. Identify and correct any training or performance issues quickly. Do not wait for multiple reminders, coach immediately and follow up with support.

#### **SCHEDULING & EQUIPMENT ACCOUNTABILITY:**

- **Post Schedules On Time:** Ensure schedules are posted per brand and company standards at least 5 days in advance. Set reminders if needed. Late schedules cause confusion and turnover.
- **Protect Company Equipment:** Take proper care of all company-owned equipment (e.g. restaurant training laptop/tablet). Lost or damaged equipment may result in personal financial liability. If equipment is not returned promptly after separation, the cost equal to the replacement cost (\$600) will be withheld from your final paycheck until all company-owned equipment is returned as allowable by federal or state law. Additionally, failure to return equipment will be considered theft and may lead to criminal prosecution.

By adhering to this Manager Code of Conduct, you help the Company remain a place where **employees are respected, guests are valued, and business is conducted with integrity.** Managers who fail to meet these standards through action, inaction, or other avoidable circumstances or delays may face disciplinary action, up to and including termination.

Set the tone for excellence by leading with **urgency, clarity, and care** every day.

**EMPLOYEE ACKNOWLEDGMENT:**

I have read and understand the **Manager Code of Conduct**. I understand that it is my responsibility to adhere to these guidelines and that any violation may result in disciplinary action, up to and including termination. I understand that as a Manager I am held to a higher standard and I am accountable for my performance and team results. I understand and acknowledge that I am responsible for any company-owned equipment (e.g. restaurant training laptop/tablet, etc.) in my care and that I may be held financially responsible for loss or damage. I further understand that if all company-owned property is not returned upon my separation, the replacement cost of \$600 will be withheld from my final paycheck until all equipment is returned.

**Printed Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_